

The Council defines a complaint as any expression of dissatisfaction about the Council's provision of, or failure to provide, a service for which it has responsibility and when it has not put right any service failure in a reasonable timescale.

In line with the revision of timescales to the Corporate Complaints Policy and Procedure, with effect from 1st October 2018, we have to respond to Stage 1 complaints in 10 days, 25 days for a Stage 2 and 30 working days for a Stage 3 (Adjudication and Review). The target to achieve for both Stages 1 and 2 is 95% to time

The information on the following pages shows:

The number of complaints logged at Stage 1 and Stage 2 against the service area and the response times
 A graphic of Stage 1 and Stage 2 by topic showing those logged, closed or still open
 The specifics of complaints that are outside the corporate target and remain open that need attention
 The method of contact by our customers
 The cumulative total of complaints from the previous quarter and the build up to this quarter
 The complaint outcomes
 The reasons for complaints
 Stage 3 complaints and the outcome
 Cumulative complaint figures for both Stage 1 and Stage 2 complaints from April 2021 until March 2022

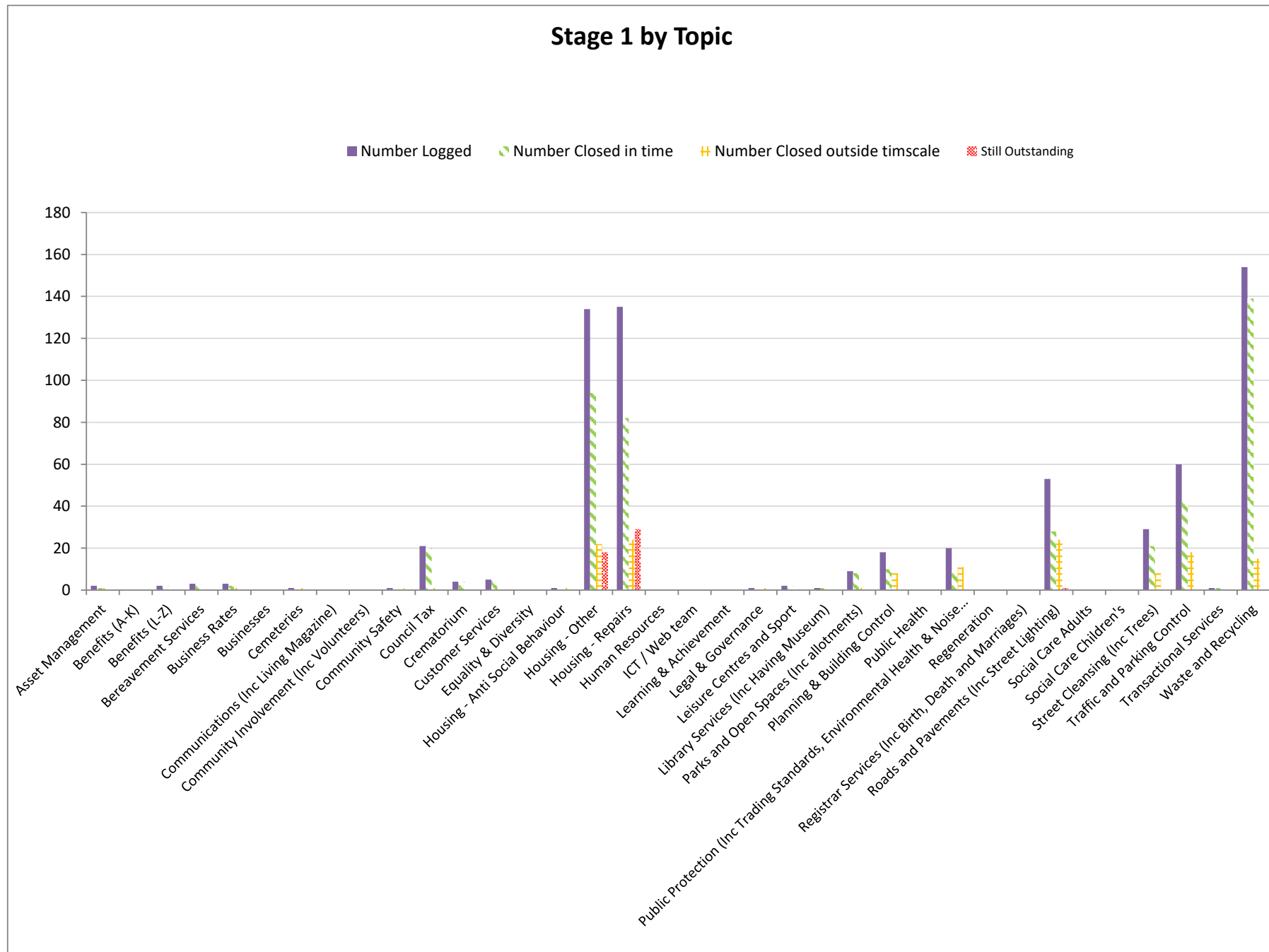
Performance for Quarter 1 2021:

Stage 1 percentage to time overall	67%	(474/660)
Stage 2 percentage to time	76%	(91/131)
Stage 1 & 2 cumulative score	71%	

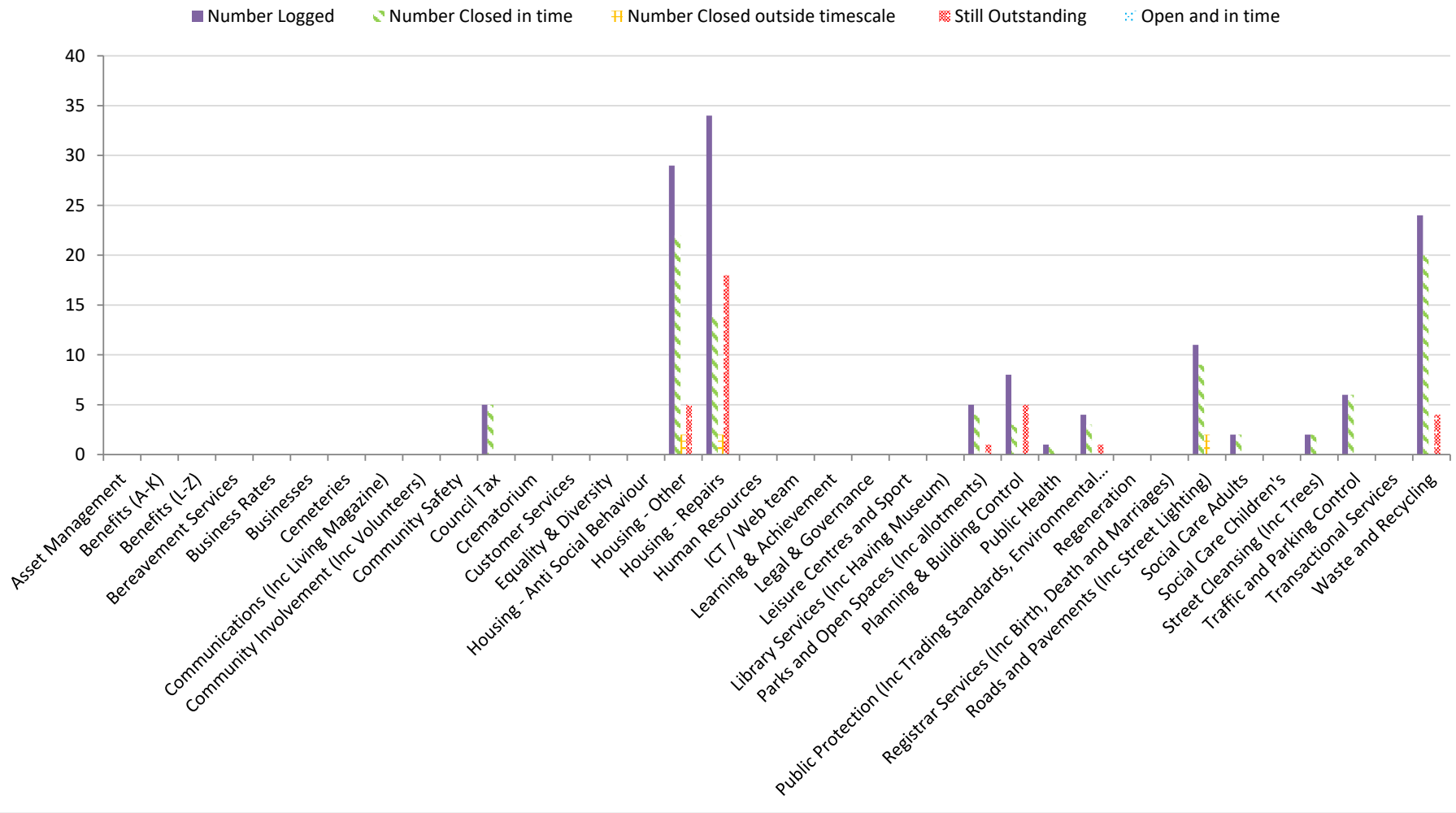
Corporate Complaints Report - Quarter 1 - April to June 2021

Appendix 1

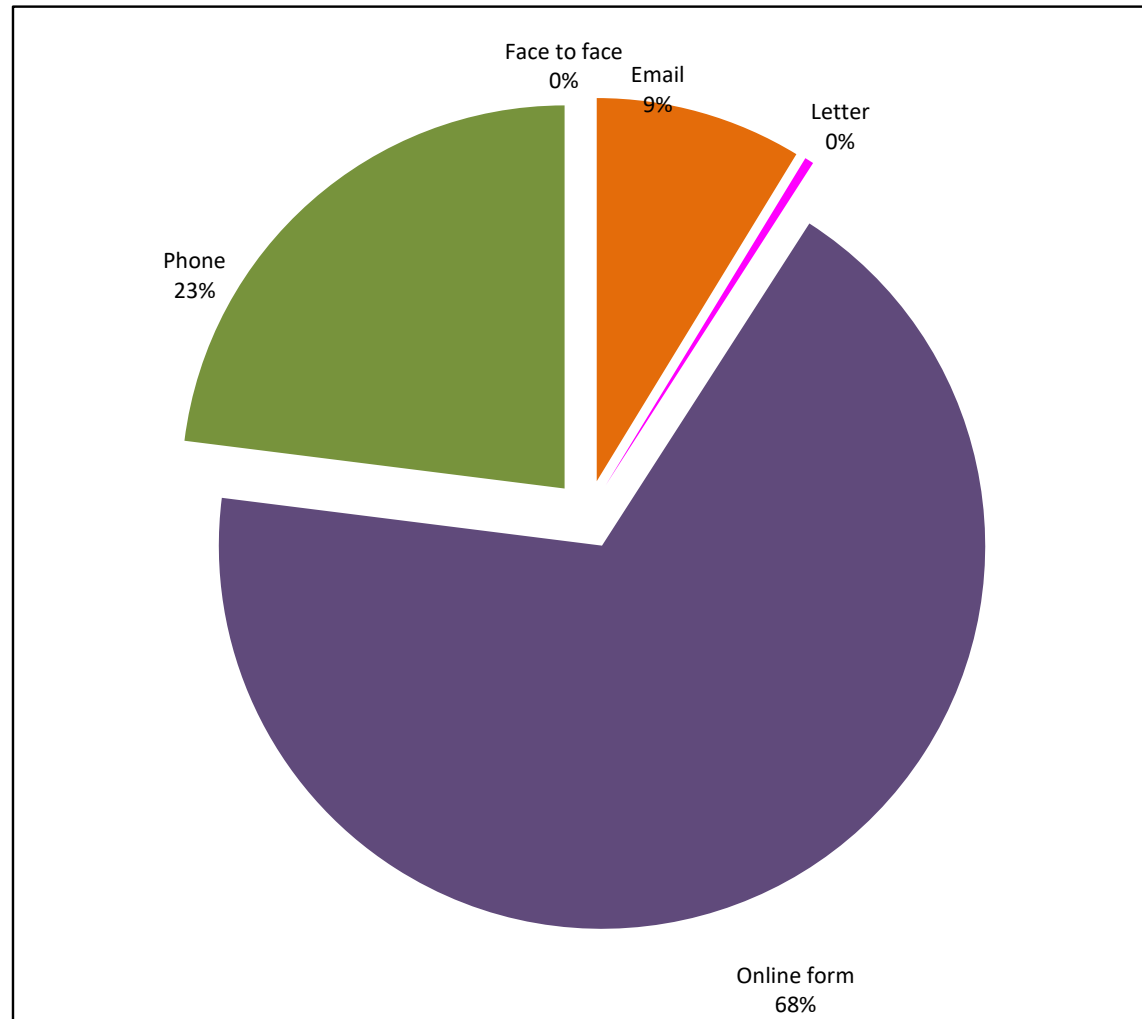
	Stage 1					Stage 2					
	Number Logged	Closed in 10 days	Closed in 10 days (%)	Closed over 10 days	Still open	Number Logged	Closed in 25 days	Closed in 25 days (%)	Closed over 25 days	Still open	Still open and in time
Asset Management	2	1	50%	1							
Benefits (A-K)											
Benefits (L-Z)	2	2	100%								
Bereavement Services	3	3	100%								
Business Rates	3	2	67%	1							
Businesses											
Cemeteries	1	0	0%	1							
Communications (Inc Living Magazine)											
Community Involvement (Inc Volunteers)											
Community Safety	1	0	0%	1							
Council Tax	21	20	95%	1		5	5	100%			
Crematorium	4	4	100%								
Customer Services	5	5	100%								
Equality & Diversity											
Housing - Anti Social Behaviour	1	0	0%	1							
Housing - Other	134	94	70%	22	18	29	22	76%	2	5	
Housing - Repairs	135	82	61%	24	29	34	14	41%	2	18	
Human Resources											
ICT / Web team											
Learning & Achievement											
Legal & Governance	1	0	0%	1							
Leisure Centres and Sport	2	2	100%								
Library Services (Inc Having Museum)	1	1	100%								
Parks and Open Spaces (Inc allotments)	9	8	89%	1		5	4	80%	0	1	
Planning & Building Control	18	10	56%	8		8	3	38%		5	
Public Health						1	1	100%			
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	20	9	45%	11		4	3	75%		1	
Regeneration											
Registrar Services (Inc Birth, Death and Marriages)											
Roads and Pavements (Inc Street Lighting)	53	28	53%	24	1	11	9	82%	2		
Social Care Adults						2	2	100%			
Social Care Children's											
Street Cleansing (Inc Trees)	29	21	72%	8		2	2	100%			
Traffic and Parking Control	60	42	70%	18		6	6	100%			
Transactional Services	1	1	100%								
Waste and Recycling	154	139	90%	15		24	20	83%	1	3	
Total	660	474	72%	138	48	131	91	69%	7	33	0



Stage 2 by Topic



Contact Type
Quarter 1 2021/22



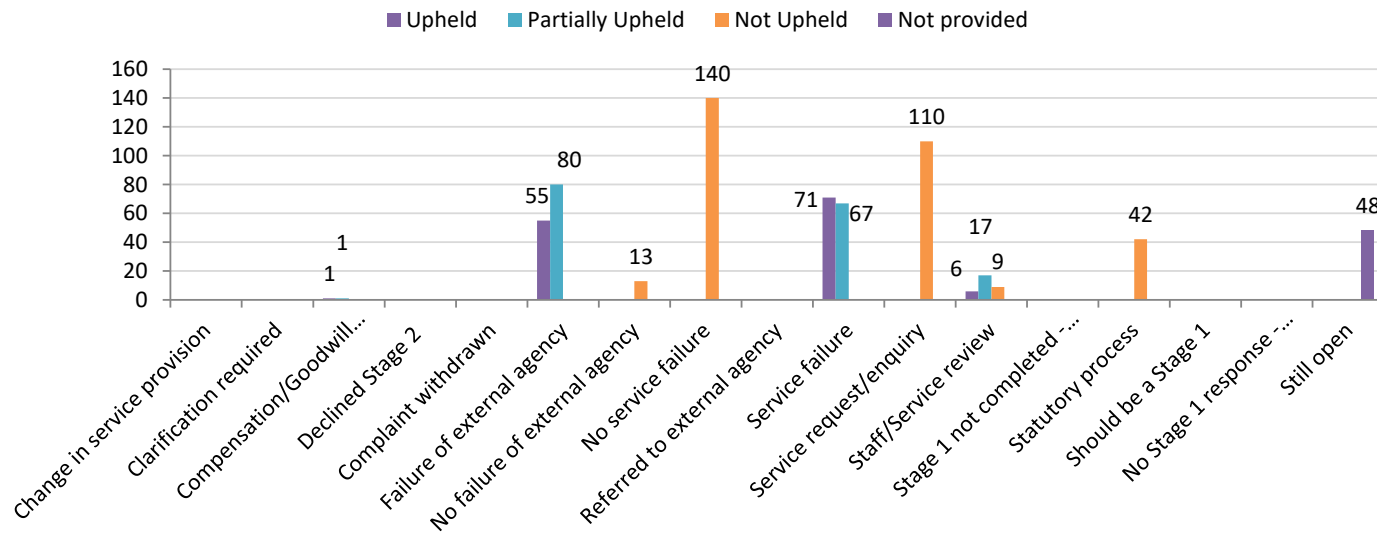
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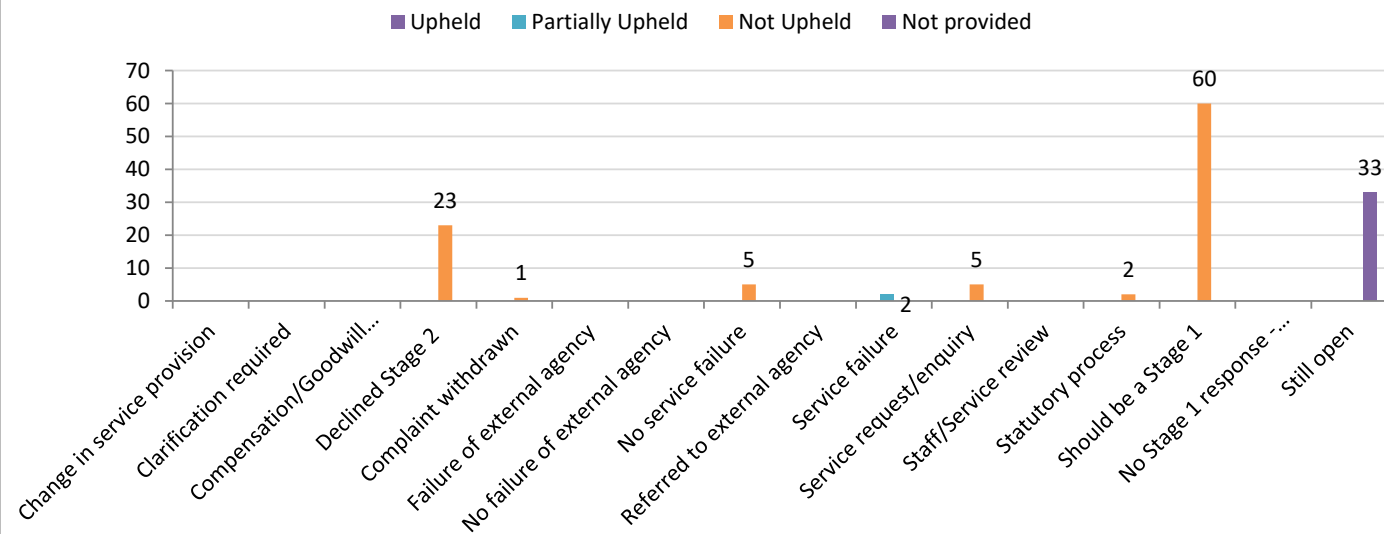
	Carry Over	April				May				June				Total
	Cumulative (Apr - Sept)	Stage 1 logged	In 10 days (%)	Stage 2 Logged	In 25 days (%)	Stage 1 logged	In 10 days (%)	Stage 2 Logged	In 25 days (%)	Stage 1 logged	In 10 days (%)	Stage 2 Logged	In 25 days (%)	Cumulative*
Asset Management	0	1	0%			1	100%							2
Benefits (A-K)	0													0
Benefits (L-Z)	0									2	100%			2
Bereavement Services	0	2	100%							1	100%			3
Business Rates	0					2	100%			1	0%			3
Businesses	0													0
Cemeteries	0									1	0%			1
Communications (Inc Living	0													0
Community Involvement (Inc	0													0
Community Safety	0	1	0%											1
Council Tax	0	7	100%	2	100%	7	100%	1	100%	7	86%	2	100%	21
Crematorium	0					2	100%							2
Customer Services	0	4	100%							3	100%			7
Equality & Diversity	0													0
Housing - Anti Social Behaviour	0									1	0%			1
Housing - Other	0	41	61%	9	56%	37	70%	5	80%	56	77%	15	87%	134
Housing - Repairs	0	39	62%	15	27%	51	65%	10	70%	45	56%	9	33%	135
Human Resources	0													0
ICT / Web team	0													0
Learning & Achievement	0													0
Legal & Governance	0									1	0%			1
Leisure Centres and Sport	0	1	100%							1	100%			2
Library Services (Inc Having	0					1	100%							1
Parks and Open Spaces (Inc	0	1	100%	1	100%	2	50%	2	50%	6	100%	2	100%	9
Planning & Building Control	0	7	57%	3	33%	4	50%	2	0%	7	57%	3	67%	18
Public Health	0							1	100%					0
Public Protection (Inc Trading	0	6	83%	2	50%	6	0%	2	100%	8	50%			20
Regeneration	0													0
Registrar Services (Inc Birth, Death	0													0
Roads and Pavements (Inc Street	0	17	71%	4	50%	12	50%	6	100%	24	42%	1	100%	53
Social Care Adults	0			1	100%			1	100%					0
Social Care Children's	0													0
Street Cleansing (Inc Trees)	0	8	63%			3	100%	1	100%	18	72%	1	100%	29
Traffic and Parking Control	0	22	82%	5	100%	18	83%		0%	20	45%	1	100%	60
Transactional Services	0	1	100%								100%			1
Waste and Recycling	0	65	93%	4	5%	37	95%	9	89%	52	85%	11	82%	154
Stage 1 Logged (Total)	0	223				183				254				660
Completed in 10 days (%)			76%				73%				67%			
Stage 2 logged (Total)				46				40				45		131
Completed in 25 days (%)					54%				80%				76%	

* Annual cumulative count does not include Stage 2 as these complaints will have been counted as Stage 1 at some point during the year.

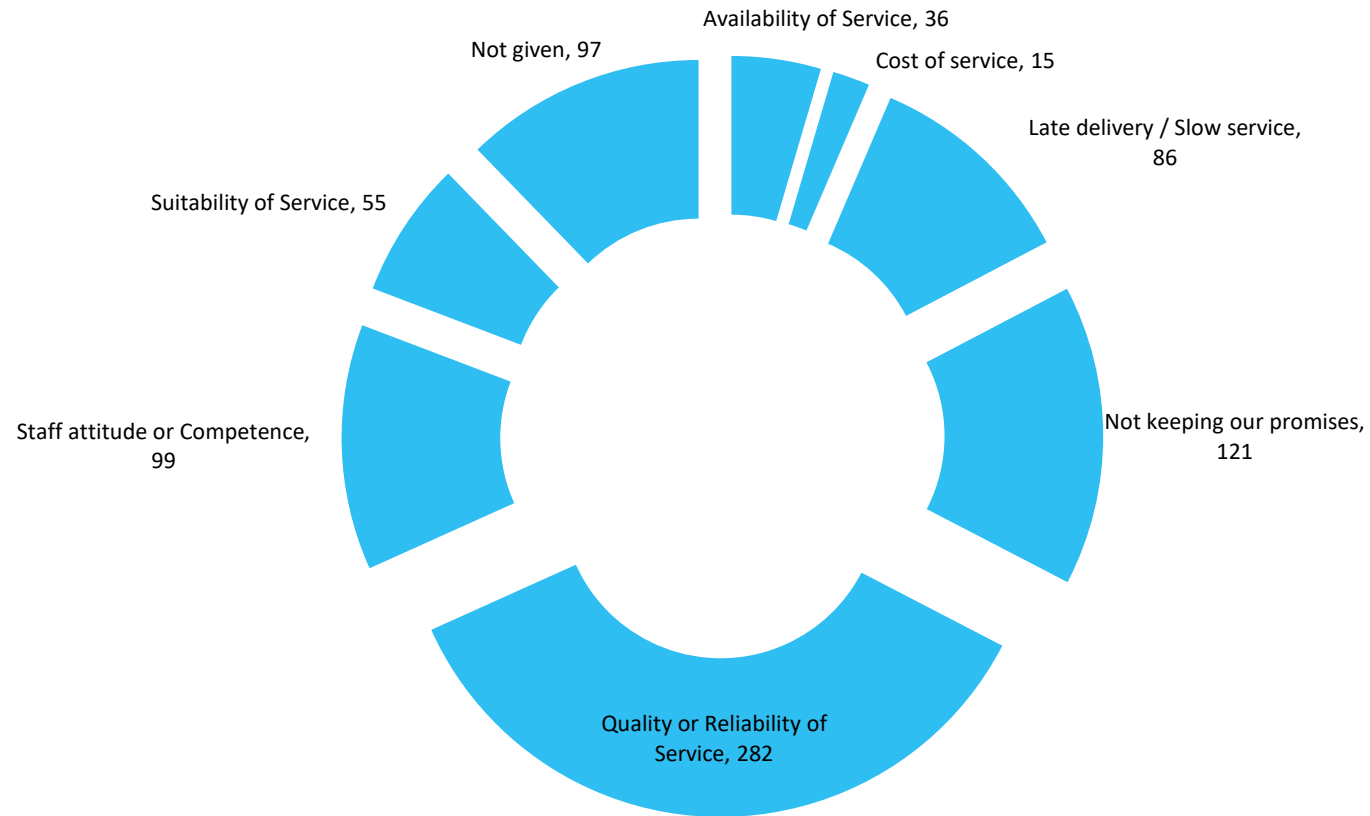
Stage 1 Complaint Outcomes (Quarter 1 - 2021)



Stage 2 Complaint Outcomes (Quarter 1 - 2021)



Complaint Reasons (Quarter 1 - 2021)



Complaint Reasons

	Availability of service	Late Delivery/Slow Service	Not keeping our promises	Quality or reliability of service	Cost of Service	Staff attitude or competence	Suitability of Service	Other	Total
Asset Management				1		1			2
Benefits (A-K)									0
Benefits (L-Z)						2			2
Bereavement Services			1			2			3
Business Rates	1			1		1			3
Cemeteries						1			1
Communications (inc Living Messages)									0
Council Tax	3	1	2	8	2	4	4	2	26
Crematorium									0
Customer Services	4	2		1		1	1		9
Community Safety		1							1
Housing - Anti Social Behaviour	1								1
Housing - Other	3	14	28	37	3	27	5	46	163
Housing - Repairs	4	24	18	72	2	10	10	29	169
Learning & Achievement									0
Legal & Governance				1					1
Leisure Centres and Sport				1			1		2
Library Services (inc Haringey Museum)							1		1
Parks and Open Spaces (inc allotments)	1	2	1	4	1	2	3		14
Planning & Building Control		4	1	7	1	5	6	2	26
Public Health				1					1
Public Protection (inc Trading Standards, Environmental Health & Regeneration)	1	1	10	5		3	3	1	24
Registrar Services (inc Birth, Death & Marriage)									0
Roads and Pavements (inc Street Lighting)	2	12	10	24		8	8		64
Social Care Adults						2			2
Social Care Children's									0
Street Cleansing (Inc Trees)	1	2	5	16		4	2	1	31
Traffic and Parking Control	7	1	9	26	1	11	4	7	66
Transactional Services			1						1
Waste and Recycling	8	22	35	77	5	15	7	9	178
Total:	36	86	121	282	15	99	55	97	791

This table shows the breakdown of complaint reasons for each service area for Stages 1 and 2